

March 3, 2006
Case No. GP-304237 (2760/157)
Serial No.: 10/784,361
Filed: February 23, 2004
Page 2 of 11

CLAIM AMENDMENTS

Please amend the claims so that the currently pending claims read as follows:

1. – 20 (Cancelled)

21. (New) A method for providing technical services to a telematics unit comprising:

- selecting a technical service action for at least one telematics device;
- associating the selected technical service action with at least one user account and a vehicle identification for the user account;
- assigning the associated technical service action to a position in a technical services queuing database;
- storing the technical services queuing database;
- generating a notification of a pending technical service action for a user based on the technical service action associated with the user account;
- notifying the user based on the generated notification;
- receiving, at a call center configured to facilitate communications to and from a telematics device, a request for technical services from the telematics device, the request for technical services including a vehicle identification associated with the telematics unit and the user;
- determining a technical service action based on the received request for technical services; and
- providing a technical service from the call center to the telematics device responsive to the technical service action determination.

22. (New) The method of claim 21 wherein determining a technical service action comprises:

- identifying a user account associated with the telematics device based on the received request; and
- determining if one or more technical service actions associated with the user account are pending in a technical services queue.

March 3, 2006
Case No. GP-304237 (2760/157)
Serial No.: 10/784,361
Filed: February 23, 2004
Page 3 of 11

23. (New) The method of claim 21 further comprising:
generating a technical services request at the telematics device.
24. (New) The method of claim 23 wherein generating a technical services request comprises:
activating a user interface;
receiving a command at the user interface to initiate a technical service request; and
initiating a technical services communication protocol sequence based on the received command.
25. (New) The method of claim 24 wherein initiating a technical services communication protocol sequence comprises initiating an authentication protocol.

March 3, 2006
Case No. GP-304237 (2760/157)
Serial No.: 10/784,361
Filed: February 23, 2004
Page 4 of 11

26. (New) The method of claim 25 wherein initiating an authentication protocol comprises:

initiating a first authenticating telephone call attempt from a telematics device to a technical services queue through a first carrier by outputting a first telephone number;

determining if the first telephone number is registered in the home location register of the first carrier wherein the call attempt is aborted when the first telephone number is not registered in the home location register of the first carrier;

initiating a second authenticating telephone call attempt through a secondary carrier by outputting the first telephone number when the first telephone number is not registered in the home location register of the first carrier; and

determining if the first telephone number is registered in the home location register of the second carrier wherein the call is aborted when the first telephone number is not registered in the home location register of the second carrier,

wherein vehicle identification data is exchanged between the telematics device and the technical services queue modem when the authenticating call is verified in the home location register of the first and second carrier responsive to each determination.

27. (New) The method of claim 26 further comprising:

initiating a third telephone call attempt from the telematics device to a call center through the first carrier by outputting a second telephone number when the second authenticating call attempt fails; and

initiating a fourth telephone call attempt from the telematics device to the call center through the second carrier by outputting the second telephone number when the third telephone call attempt fails,

wherein vehicle identification data is exchanged between the telematics device and the call center modem when a telephone call is connected.

March 3, 2006
Case No. GP-304237 (2760/157)
Serial No.: 10/784,361
Filed: February 23, 2004
Page 5 of 11

28. (New) The method of claim 27 further comprising:
initiating a fifth telephone call from the telematics device to the call center through the first carrier by outputting a failed-to-voice telephone number when the second authenticating call attempt fails wherein the failed-to-voice number connects with an advisor interface at a call center.

29. (New) A computer readable medium storing a computer program for providing technical services to a telematics unit, the medium comprising:
computer readable code for selecting a technical service action for at least one telematics device;
computer readable code for associating the selected technical service action with at least one user account and a vehicle identification for the user account;
computer readable code for assigning the associated technical service action to a position in a technical services queuing database;
computer readable code for storing the technical services queuing database;
computer readable code for generating a notification of a pending technical service action for a user based on the technical service action associated with the user account;
computer readable code for notifying the user based on the generated notification;
computer readable code for receiving, at a call center configured to facilitate communications to and from a telematics device, a request for technical services from the telematics device, the request for technical services including a vehicle identification associated with the telematics unit and the user;
computer readable code for determining a technical service action based on the received request for technical services; and
computer readable code for providing a technical service from the call center to the telematics device responsive to the technical service action determination.

March 3, 2006
Case No. GP-304237 (2760/157)
Serial No.: 10/784,361
Filed: February 23, 2004
Page 6 of 11

30. (New) The computer readable medium of claim 29 wherein the computer readable code for determining a technical service action comprises:
- computer readable code for identifying a user account associated with the telematics device based on the received request; and
 - computer readable code for determining if one or more technical service actions associated with the user account are pending in a technical services queue.
31. (New) The computer readable medium of claim 29 further comprising:
- computer readable code for generating a technical services request at the telematics device.
32. (New) The computer readable medium of claim 31 wherein the computer readable code for generating a technical services request comprises:
- computer readable code for activating a user interface;
 - computer readable code for receiving a command at the user interface to initiate a technical service request; and
 - computer readable code for initiating a technical services communication protocol sequence based on the received command.
33. (New) The computer readable medium of claim 32 wherein the computer readable code for initiating a technical services communication protocol sequence comprises computer readable code for initiating an authentication protocol.

March 3, 2006
Case No. GP-304237 (2760/157)
Serial No.: 10/784,361
Filed: February 23, 2004
Page 7 of 11

34. (New) A method for receiving technical services from a call center, the method comprising:

- receiving a technical services notification from a service provider, the technical services notification including a first telephone number;
- registering a telematics unit with a first carrier;
- determining if the first telephone number is registered in a home location register of the first carrier;
- registering a telematics unit with a second carrier based on the first telephone number not registered in the home location register of the first carrier;
- determining if the first telephone number is registered in a home location register of a second carrier;
- determining a cleared number associated with at least one of the first and second carriers based on the first telephone number not registered in the first carrier home location register and the second home location register;
- initiating a technical services request from a telematics unit to a call center, the call center facilitating communications to and from the telematics device, based on the determined first telephone number and cleared number, the technical services request including a vehicle identification; and
- receiving a technical service at the telematics device from the call center.